Russian business etiquette (Do's and Don'ts)

* DO shake hands firmly when greeting and leaving your Russian partners and make direct eye contact.
* DO partake in small talk, which normally involves talk of family and personal matters, before dealing with business.
* DO take a gift that symbolizes the stature of your company and the importance of the impending business deal, preferably an item characteristic of your local area or one that displays the company logo.
* DON'T be afraid to show some emotion, the Russians won't!
* DON'T as the Russian proverb states 'hurry to reply', but 'hurry to listen'.
* DON'T praise or reward anyone in public as it may be viewed with suspicion or cause envy and jealousy. Remember the collective rules over the individual.

1. Based on your research, how would you greet a new customer in your country?

You would say dobroye utro to say good morning, dobryj dyen' to say good afternoon, and dobryj vyechyer to say good evening.

2. Is there any difference between how you greet a man and how you greet a woman? No there is not a difference between men and women.

3. How would you greet someone that you have known for a long time? (This may or may not be different than #1.)

It is the same as number one.

4. Are there any tips for how to successfully conduct a conversation in your culture?

In negotiating tempers may flare so you need to keep calm and relax. Before most business talk Russian have a time of non- business related talk. Good topics to Bring up are peace, the current changes taking place in Russia, and their current economic situation.

5. Is there anything specifically that you must avoid to keep from offending your hosts?

It is consider impolite to show the bottom of your shoes. When offered a drink or a toast refusing it is a serious breach of etiquette

6. How would you take leave of (say goodbye to) your customer?